

Standard Operating Procedures--Records Accountability

1. REFERENCES:

- a. AR 600-8-104, Military Personnel Information Management/Records, dated 27 April 1992.
- b. AR 600-8-1, Army Casualty Operations/Assistance/Insurance, dated 20 October 1994.
- c. MILPER messages and local guidance.

2. PURPOSE: To outline the **basic standard** procedures for managing accountability of personnel records. This SOP **is not** all-inclusive.

3. RESPONSIBILITIES:

a. Accountability of Personnel Records:

(1) The accountability of records is a top priority for personnel assigned to the Records Section and Senior Management. Records will not leave a section without being signed out. To facilitate records accountability, while remaining responsive to the needs of all users, the following procedures must be followed:

(2) All record storage cabinets will be secured at the end of the day and when PSD personnel are not present in the section.

(3) Clerks will assist the S1/PAC representative with reviewing or making copies of documents contained in each record.

(4) When a record is signed out within the PSD, an OF-23 (Records Sign Out Card) will be used. The Soldier's last name, last four digits of the SSN, the section the record is being signed out to, and the sign out date will be entered on the OF-23. The OF 23/DA FM 543 (Request for Records) will be placed in the 201 file drawer upon soldiers signing out to PCS.

(5) When a record is temporarily signed out of the PSD, a DA Form 543 will be used (i.e. Units, JAG and Transition Center). Records will not be signed out of the PSD for more than 2 working days, unless exception is authorized by the PSD Chief, PSD NCOIC, or Records NCOIC. Also, the record will be signed out in a sign-out book by suspense date (2 days later). The clerk is responsible for accounting for all records signed out and ensuring records are returned on the suspense date. If records are not returned, clerk is responsible for calling the organization responsible for signing out the record for immediate return. Clerks will ensure a copy of the Soldiers DD FM 93 and SGLV is in the 201 file and the originals are attached to the DA FM 543 in the file cabinet.

(6) No record will be signed out of the PSD to any individual or agency not on an approved access roster. The unit or other agency will prepare access rosters that has a requirement to access personnel record information and be approved by the PSD Personnel Technician prior to granting of records access. Access rosters will be limited to personnel with a need to know data contained in the personnel file and will grant as few personnel as absolutely possible to protect the integrity and privacy of the Soldier's personal information.

(7) Add new records by posting the following information on the AAA-162 (Unit Personnel Accountability Report): Soldier's full name, SSN, rank, and arrival date. Delete records that are being permanently signed out by drawing a line through the Soldier's name and placing the following annotations on the AAA-162 by the lineout:

(a) PCS/date: Soldier has departed on permanent change of station orders

(b) TC/date: Soldier's record has been signed out to the Transition Center for outprocessing.

(c) Annotate records temporarily signed out with the following annotations: IP/date: Record is still at in-processing section; Unit/date: Record has been signed out to the unit; Section/date: Name of the section within the PSD that the record has been signed out to.

(8) A zero-balance will be conducted on a monthly basis using the AAA-162 to account for all personnel record. If records are missing, all appropriate measures will be taken to locate the record of the soldier.

(a) Records clerks will check with other records clerks within the section first, being aware of the arrival date.

(b) If the record cannot be located within the PSD or the Transition Center, and the records clerk has confirmed the record should be on file at the PSD, contact the other 8th PERSCOM PSDs to determine if they may have the record.

(c) Records clerks will call to all other BDE PSB's (B Det 509th & A, B 516th PSB) to research misdirection or wrongly sent 201 files (MPRJ) to another PSB.

(d) Records clerks will contact the BN S1 to see if the 201 file was turned in there and/or contact the SM to see if they still have the record in their possession or they PCS'd without it.

(e) If the record cannot be located within 72 hours, the soldier will be instructed to come to the Enlisted Records Section to begin reconstruction of their 201 file and completion of a temporary record.

(9) Records that are not on the eMILPO database will be brought to the attention of eMILPO section immediately for assistance. A temporary 201 file will consist of the following documents: ERB/ORB, DD Form 93, SGLV, and a yellow DA Form 201A file divider with request for supporting document(s) memorandum marked action pending. Soldiers can log on to Army Knowledge Online (AKO) to retrieve documents from their OMPF to be filed in their temporary 201 file. If the original 201 file is found, the clerk is responsible for consolidating the two records into one 201 file immediately.

STEP	WORK CENTER	REQUIRED ACTION	ADDITIONAL ACTION/ HELPFUL TIPS
1	RECORDS CLERK	PRINT A COPY OF EACH COMPANY LEVEL AAA-162	PRINT FROM THE eMILPO REPORTS MENU.
2	RECORDS CLERK	REVIEW COPY OF EACH COMPANY LEVEL AAA-162	
3	RECORDS CLERK	COMPARE 201 FILES ON HAND WITH THE AAA-162. THERE SHOULD BE EITHER A 201 FILE, OF-23, OR DA FORM 543 ON FILE	AAA-162 SHOULD BE ANNOTATED WITH (TC, PCS, ECT) IF A SM HAS PCS'D, ETS'D, OR RECORD IS SIGNED OUT TO ANOTHER AUTHORIZED ORGANIZATION.
4	RECORDS CLERK	201 FILES IN THE DRAWER THAT ARE NOT LISTED ON THE AAA-162 SHOULD BE PULLED FROM THE DRAWER AND RESEARCHED TO DETERMINE WHERE THE RECORD SHOULD BE FILED	IF IT IS DETERMINED THAT THE RECORD BELONGS IN A PARTICULAR UNIT, BUT THE NAME IS NOT ON THE AAA-162, CONTACT THE UNIT S1 AND/OR THE PAS TO INITIATE THE APPROPRIATE TRANSACTION(S) IN EMILPO TO RESOLVE. WRITE IN ON AAA-162 UNTIL CORRECTED.
5	RECORDS CLERK	IF A SOLDIER IS LISTED ON THE AAA-162, BUT THE RECORD IS NOT LOCATED IN THE RECORDS SECTION, RESEARCH MUST BEGIN TO LOCATE AND ACCOUNT FOR THE RECORD	CONSULT WITH OTHER CLERKS, CHECK NEWLY ARRIVED RECORDS YET TO BE DISTRIBUTED OR FILED, CHECK eMILPO, EDAS, AND MS-51 FOR PCS'd or ETS'd SM, CALL OTHER SERVICING PSB's AND CONTACT BN S1 AND SM FOR LOCATION OF 201 FILE (MPRJ)